

Question: Among novice nurses, what is the effect of communication building classes, compared to no prior training on difficult conversations within the first year of employment?

Summary: Novice nurses will have the difficult task of delivering unfortunate updates to both the patient and family members. Being that they are new to this situation, they may not have the means to initiate the conversation. With the help of training classes, the new nurse would have an easier time initiating the conversation. “Through a structured training ground facilitated by clinical instructors or preceptors and other healthcare team members, a student is made to attain the skills of compassion and other core nursing values through apprenticeship and practice experience” (et al., Su, Jing Jing 2021.) A nurse has plenty of new skills to learn throughout the first year of employment. Communication is a skill that is most important, because it affects the patients understanding of treatment and their overall experience with that nurse. The skills and training received must be applied to their everyday routine. When the novice nurse finds themselves struggling to remember the best way to deliver difficult news to a patient, they can recall the training received to ease the task. “In order to gain the most optimal effect of the training in clinical practice, it is important also to consider the context where the implementation takes place and the many factors that influence successful and sustained implementation of knowledge and skills.” (et al., Ammentorp) A nurse who did not have prior communication training would not have the skillset to implement while attempting to deliver sensitive updates to the patient and family members. This can cause a lack of confidence and compassion within the novice nurse. It does not only impact the nurse but the patient and family members as well by leaving them to feel their care is inadequate. “However, various studies have shown that nurses lack communication skills due to inadequate training or a failure to appreciate the importance of patient-centered communication” (et al., Puertas) Novice nurses who do not receive the proper communication training will be less confident, effective, and compassionate when it comes to the delivery of difficult conversations amongst their patients.

Works Cited:

Primary Article

Gutiérrez-Puertas, L., Márquez-Hernández, V. V., Gutiérrez-Puertas, V., Granados-Gámez, G., & Aguilera-Manrique, G. (2020, March 26). *Educational interventions for nursing students to develop communication skills with patients: A systematic review*. MDPI. Retrieved February 4, 2023, from <https://www.mdpi.com/1660-4601/17/7/2241>

Secondary Article

Ammentorp, J. (2020, August 28). *Upscaling communication skills training – lessons learned from international initiatives*. Patient Education and Counseling. Retrieved February 3, 2023, from <https://www.sciencedirect.com/science/article/pii/S0738399120304596>

Tertiary Article

Su, J. J., You, L., Wang, X., Sinclair, S., Magpantay-Monroe, E., Mackintosh, C., Giddens, J., Curtis, K., Blomberg, K., Barton, J., Braband, B. J., Braun, V., Christiansen, A., Coffey, A., Collier, A. D., deZulueta, P., Eriksson, K., Fee, E., Holloway, I., & Horsburgh, D. (2021, May 18). *Learning compassionate care: Experiences of nursing students*. Nurse Education in Practice. Retrieved February 3, 2023, from <https://www.sciencedirect.com/science/article/abs/pii/S1471595321001281>